

SUMMARY

Experienced Technical Support professional with a decade of hands-on expertise in enterprise tech support, incident response, and process improvement. Practical know-how in assisting with enterprise technology issues, solving problems, and taking proactive measures. Skilled in guiding teams, cloud computing and network management. Fluent in Romanian, Russian, and English. Ready to contribute practical expertise, efficiency, and leadership to the team.

WORK EXPERIENCE

QUALISYSTEMS, Austin, Texas, USA

Technical Support Engineer/Team leader

Dec 2020 – Dec 2023

- Led diverse cloud infrastructure support with expertise in AWS, GCP, Azure, Kubernetes, and Docker, achieving a 95% first-call resolution rate.
- Achieved a 15% increase in customer satisfaction by resolving complex technical issues during new customer onboarding.
- Reduced support tickets by 20% through the development of internal knowledge base for self-service troubleshooting.
- Established a bug reproduction procedure, resulting in a 15% decrease in escalated tickets.
- Proactively improved processes, yielding a 10% boost in operational efficiency within the support experience.
- Guided new team members, reducing onboarding time by 20%.

MITEL, Austin, Texas, USA

Technical Support Engineer

Mar 2020 – Dec 2020

- Provided 1st line support for network and application layer issues, ensuring customer uptime and satisfaction.
- Effectively communicated status and escalated critical issues to the Incident Response Team.
- Documented all troubleshooting steps and resolutions using ticketing systems.
- Actively participated in incident response activities and collaborated with stakeholders.

Global NOC Administrator (contract)

Apr 2018 – Mar 2020

- Led and empowered a team of 5 NOC engineers, providing guidance, mentorship, and overseeing multi-level support for customers, field service technicians, and partner NOCs.
- Monitored and validated system alerts, performing initial troubleshooting for servers, services, and applications adhering to standard operating procedures for day-to-day maintenance of Mitel Network, Telecom, and Cloud systems.
- Escalated complex issues to system owners and relevant stakeholders, bridging cross-functional gaps to achieve prompt resolution and informing stakeholders, thereby streamlining troubleshooting by 20%.
- Tracked & analyzed NOC performance via detailed reports, fueling continuous optimization.

DAAC SYSTEM (Dell Distributor), Chisinau, Moldova

System Engineer

Jul 2014 – Oct 2015

- Assisted internal resources, including executives, providing first-level support for hardware troubleshooting and electronic devices.
- Configured and deployed desktop/laptop systems, created accounts, and provisioned phones.
- Supported Microsoft desktop operations, deploying new machines, managing local privileges, and installing/configuring OS and productivity suites.
- Installed and managed security software on desktops, supported VPN users, and contributed to Active Directory administration.

MOLDTELECOM JSC, Chisinau, Moldova

Training and Quality Assurance Specialist

Jun 2011 – Apr 2013

- Managed process evaluations, providing technical support for policy enhancements, and led quality improvement initiatives in collaboration with training and operations teams.
- Developed and delivered employee training programs, creating course materials, and organizing practical, technical sessions.

Technical Support Engineer

Dec 2007 – Jun 2011

- Handled an average of 50+ incoming calls per day, immediately resolving 90% of issues regarding account updates, billing, technical issues, product inquiries, service activations, etc.
- Assisted customers in troubleshooting hardware issues, program installations, mobile internet settings and LANs, WAN networks.
- Set up and connected terminal equipment for ADSL technology, WI-FI, FTTx technology, and IPTV services.

SKILLS

Technical Skills:

- Cloud Computing: AWS, GCP, Azure, Cloudshell.
- Infrastructure & Automation: Kubernetes, Docker, Torque, Terraform, VMware/Virtualization.
- Scripting & Development: Python scripting, GitHub, API integration.
- Diagnostics & Troubleshooting: Log analysis (Logz.io, Log rocket), bug recreation, incident response.
- Data Analysis & Visualization: Sisense (BI tool).
- Customer Relationship Management: Salesforce, Jira, Confluence, Opsgenie.
- Ticketing Systems: Zendesk, Remedy, SAP.
- OS – Windows, Linux, macOS.

Languages: *Romanian* – fluent/native, *Russian* – fluent, *English* – proficient

CERTIFICATIONS

- [AWS Cloud Practitioner Essentials](#)
- [Introduction to Agile Development and Scrum](#)
- [DevOps on AWS: Code, Build, and Test](#)
- [Programming Foundations: Software Testing/QA](#)
- [Cisco CCNA Discovery: Certificate of Course Completion](#)

EDUCATION

Technical University of Moldova

Diploma of Licentiate in Telecommunications (bachelor's degree equivalent), 2007

Polytechnic College of Chisinau, Moldova

Associate Degree in Automation and Informatics, 2003